



**Information Technology Specialist 5 - SQL  
Information Services  
Olympia, Washington**

**Compensation: Range 62 - \$4,315 – \$5,522/mo**

**Open until filled**

**Our Mission:**

Great people, great service, working together for a safer Washington.

**Our Vision:**

Department of Licensing: One vision, one voice - excellence every time.

Nearly every Washington State resident interacts with DOL in some way through driver licensing, vehicle or vessel tabs, or for professional business licenses. The Department of Licensing employs more than 1,200 people in over 60 locations statewide. To learn more about our agency, please visit our website at [www.dol.wa.gov](http://www.dol.wa.gov).

**Our Core Competencies:**

In support of our mission and vision, our employees strive to demonstrate all of the competencies listed below:

**Communication Effectiveness:** Use effective listening skills and apply effective written and oral communication techniques to convey clear, timely, persuasive messages that positively influence the thoughts and actions of others.

**Customer Centered:** Search out and identify internal and external customers' service delivery requirements to improve efficiency, effectiveness, and satisfaction.

**Ethics and Integrity:** Earn the trust, respect and confidence of coworker and customers through fairness, truthfulness, honesty, sensitivity, reliability and professionalism in all interactions.

**Performance Leadership:** Create and nurture a results oriented culture that focuses on measurable outcomes by fostering teamwork and innovation to accomplish the organization's mission and goals.

**Personal accountability/Initiative:** Accept responsibility for the quality and timeliness of her/his work to meet or exceed predetermined goals and objectives with little need for oversight.

In addition to these, our supervisors and managers strive to demonstrate the following:

**Strategic Thinking/Planning and Vision:** Consistent with the direction of the Agency, develop, communicate, and implement a plan to achieve a preferred future and influence others to follow.

**Human Resource Management:** Proactively apply sound human resource management practices within area of responsibility and consistent with the Agency's human resource management logic model.

**Position Objectives & Responsibilities:**

This position serves as a Windows Server System Administrator (WSSA) and is the senior SQL Database Administrator for the agency. The incumbent is responsible for the expert level programming, management and support of business critical high risk/high impact agency SQL databases and Windows Servers.

The ITS 5 provides expert consultation and specialized analysis, design, development, acquisition, installation, maintenance, programming, testing, quality assurance, troubleshooting, and problem resolution tasks for agency SQL database management and storage technology.

This position includes the following typical work:

- Hardware and software installation, configuration, upgrades and network support
- Troubleshooting of software, hardware and network problems
- Provides training in the use of hardware, software and network products

- Provides consultation regarding technology options to help meet the customer's business requirements
- Researches multiple resources to provide efficient computing solutions to end-users.
- Creates, reviews, updates and follows documentation to provide a consistent functional work environment
- Conduct capacity planning to determine organization-wide needs
- Identify and resolve operational problems for major high risk systems with statewide impact
- Analyze industry-wide trends and make recommendations for improvements and efficiencies in system performance
- Creates and supports pre-production environments such as tests, demos, and production runs for major systems;

### **Required Qualifications:**

- Two years of Windows Server System Administration experience;
- Four years of information technology experience such as performing software installation, configuration, upgrades and network support; and/or analyzing and troubleshooting hardware and software
- Ability to effectively communicate and consistently provide excellent and courteous customer service to a diverse clientele, internal and external to the organization – both verbally and in writing;

Combinations of formal information technology-focused education and experience may substitute year for year for the four-year experience requirement.

### **Desired Competencies:**

- Programming experience, preferably writing Visual Basic Script programs
- Three years experience MS SQL Server Administration experience
- Two years Storage Area Network (SAN) and Network Attached Storage (NAS) experience
- Familiarity with scheduled database backup procedures of a large organization
- Positive attitude

### **Compensation**

This position is in general government service. Starting monthly compensation is \$4,315 - \$5,522/mo depending upon qualifications. We offer a solid benefits package that includes a state retirement plan, deferred compensation, 11 paid holidays, paid vacation and sick leave, and a full array of health, dental, life, and long-term disability insurance coverage. This position is in a collective bargaining unit and as a condition of employment you will be required to become a union member or pay a fee as outlined in the Master Agreement.

### **Application Procedure**

E-mail is the preferred method of application and will be used as the primary method of communication throughout this process.

E-mail application materials to [HRrecruit@dol.wa.gov](mailto:HRrecruit@dol.wa.gov) with a subject line of *06-138G ITS5-SQL*.

All requested materials must be submitted.

- A letter of interest (no more than two pages) describing your skills and experience as they relate to the Required Qualifications and Desired Competencies outlined in this announcement;
- A Washington State Job Application;
- A list of three professional references, including one supervisor, one peer, and one customer, with current telephone numbers and addresses.

Note: The act of submitting application materials is considered affirmation that the information provided is complete and truthful. Prior to any new appointment into DOL, a background check will be conducted.

The certified candidate pool for this position may be used to fill other similar positions for up to 6 months after the certification date.

If e-mail is not possible, please mail materials to:

Human Resources Office

**Attn: 06-138G ITS5 - SQL**

Department of Licensing

PO Box 6007

Olympia, Washington 98507-6007

Persons disabilities who need assistance in the application process or those needing this announcement in an alternate format may call (360) 664-1510 or TTY (360) 664-9492. The Washington State Department of Licensing is an equal opportunity employer and encourages all qualified persons including disabled and Vietnam era veterans, women, racial and ethnic minorities, people with disabilities and persons over 40 years of age to apply.